

## **Employment and Training Administration Goals for Program Year 1996/Fiscal Year 1997**

The mission of the Employment and Training Administration is to assist all Americans in gaining access to the information and other resources they need to successfully manage their connection with good jobs at decent wages, and to ensure that U.S. businesses have access to the skilled and secure workers they need to successfully compete in a global economy. To achieve this mission, ETA underwrites a wide range of employment and training services that enable both individuals and employers to participate effectively in a robust labor market environment. As the federal steward of a highly decentralized employment and training system, ETA is reliant upon its partners in state/local government, as well as in the private sector, for quality management and service delivery.

ETA and its partners have agreed that customer satisfaction pledges should be made part of the performance goals. At one time the customer standards and agency goals were separate efforts. ETA's customer pledges form the bases of the GPRA strategic plan general goals and objectives. ETA and its partners and stakeholders will strive to achieve these goals within an environment of change, moving towards a new workforce development system. Characteristics of this new environment include working with fewer monetary resources throughout government, and the movement towards greater State flexibility in creating their workforce development systems. These workforce development systems will provide easier access for job seekers, employers and others to get jobs, skills and career information, as well as information on the eligibility requirements for programs in the community, testing and assessment services and help with job search. Many of these access and service strategies are being implemented through one-stop career centers. Helping youth move more smoothly from school to work is being launched through the system building being promoted by the Departments of Labor and Education's joint School-To-Work initiative.

Building upon ETA's and its partners' accomplishments in 1996, this agreement sets forth ETA's goals for 1997. These goals enable ETA to maximize the contributions of its associates and its partners in serving America's workers and job seekers, as well as to facilitate a smooth transition to a new workforce development system.

ETA proposes to support wide-spread use of technology in the public employment and training system to better enable its stakeholders and partners as well as itself to accomplish these goals. ETA will explore, with its partners and with the private sector, ways in which technology can assist in delivering higher quality, more easily accessible workforce development services at a lower cost to the taxpayer.

**o Help job seekers take control of their work lives through better employment and unemployment services.**

1. In FY 1997:

a) ETA will work to improve the operation of the new, nationwide Worker Profiling and Reemployment Services (WPRS) systems. Efforts will be made by all ETA components to improve: 1) identification of likely UI exhaustees; 2) early intervention; and 3) provision of reemployment services.

b) Through teamwork between Employment Service, Unemployment Insurance Service and Office of Work-Based Learning, improve the quality and effectiveness of reemployment services provided dislocated workers through State Worker Profiling and Reemployment Service systems by developing a strategy for establishing measurable benchmarks for the quality of re-employment services and for effectiveness of the State WPRS system.

2. In FY 1997:

a) The Unemployment Insurance Service (UIS )will ensure that for FY 97, at least 49 States will meet or exceed the Secretary's Standard for Intrastate Initial Claims Promptness of having a minimum of 87% of first benefit payments to intrastate claimants made within 14 or 21 days as appropriate, of a claimant's first compensable week ending date; and

b) UIS will ensure that for FY 97 at least 43 States will meet or exceed the Secretary's Standard for Lower Authority Appeals Promptness of having a minimum of 60% of appeals cases decided within 30 days. For States that did not meet the standard in FY 96, resources (i.e., technical assistance and training) will be targeted so that at least one-half of those States will either achieve the standard or improve their performance by at least 10 percentage points.

3. In PY 1996:

a) Employment Service offices will receive from 8,000,000-10,000,000 job vacancies from employers and make them accessible to job seekers (increasing vacancies by 21-51% over the PY 1994 level of 6.6 million);

b) Will make at least 1,000,000 job vacancies available on the Internet by June 1997 through America's Job Bank and affiliated State job bank listings (a 100% increase from the 1996 level of 500,000 job openings);

c) Will increase the percentage of ES applicants who Enter Employment to at least 18.5% (from a baseline of 3,358,152 out of 18,810,000 applicants and a 17.8% rate in PY 1994); and

d) Will increase the average wage of job orders to at least \$7.05 per hour and the average wage of placements to at least \$7.63 (increases of 7% from the \$6.59 and \$7.27 averages in PY 1994).

4. In FY 1997:

a) A total of at least 375,000 American workers will be receiving training in registered apprenticeship and other training programs;

b) There will be a 4% increase in the number of new registered apprentices;

c) Continuing with the goal begun with the registered apprentice class of FY 1995, there will be at least a 1% annual increase in the retention rate for selected industries and occupations.

d) The national average of women and minorities in apprenticeship is 8 and 26 percent respectively. During FY97 BAT will review and target programs with women and minority participation rates that are less than the national average, taking into account the local labor market area. BAT will conduct an aggressive technical assistance campaign to increase the percentage of newly registered women and minorities in those targeted programs to narrow the gap by at least one percent.

**o Help job seekers, workers and employers get the labor market information and job services they need in one-stop centers.**

5. By the end of FY 1997:

a) At least 15 to 18 additional States will receive One-Stop implementation funding from PY 1997 resources, bringing the cumulative number of funded States to 39 to 42 by September 1997; and

b) At least 200 local communities will have opened centers to enable residents to have one-stop access to employment and training services.

6. By the end of June, 1997:

- a) Increase to 1,000,000 the number of job vacancies available on the Internet through America's Job Bank (AJB) and affiliated State job banks;
- b) There will be at least 3,500 Internet Access Zones for AJB for public use in One Stop Career Centers, job service offices, community and career colleges and public libraries; and
- c) There will be at least 2,000,000 resumes available daily on America's Talent Bank (ATB).

7. In PY 1996/FY 1997:

- (a) Increase by 25% the number of States offering Internet access to their workforce development and reemployment services;
- (b) Identify and disseminate information on at least 10 new and innovative uses of technology that support delivery of workforce development and reemployment services.

**o Help teenagers and young adults throughout the nation move more smoothly from school to the workplace.**

8. By the end of FY 1997:

- a) Three-quarters of a million youth will be participating in School-to-Work systems that meet high academic standards, offer curricula that integrate academic and vocational education, and provide work-based learning experiences connected to classroom activities; and
- b) By the Fall of 1997, 400,000 employers will engage in at least one recognized School-to-Work activity.

**o Help laid off workers find new jobs that pay as close as possible to what they used to earn.**

9. In PY 1996:

- a) At least 75% of adult laid-off workers trained in ETA programs will be reemployed in full-time jobs within 90 days of leaving the program; and
- b) At least 40% of those reemployed workers will immediately earn wages equal to or greater than their previous wage; and at least 75% of those reemployed workers will be in that category within twelve 12 months from the date of placement.

**o Help low-income adults and youth get the skills and training they need, and help them find first, new or better jobs.**

10. In PY 1996:

**a)** At least 65% of disadvantaged adults, including welfare recipients, trained in ETA programs will be placed in jobs within 90 days<sup>1</sup> of leaving the program; and

**b)** At least 85% of these jobholders will be full-time, or have fringe benefits, including health benefits, or be paid wages sufficient to keep an individual above the poverty level, but at least \$6.00 an hour.

11. In PY 1996:

At least 77% of the youth served in Title II-C programs will achieve one or more of the following:

--Complete high school (or the equivalent thereof);

--Attain occupational skill competencies;

--Attain other youth employment competencies;

--Obtain employment, including entrance into the military and entry into registered apprenticeship programs.

12. During the summer of 1997:

**a)** States will achieve at least 90% of the planned enrollment of youth in summer jobs; and

**b)** At least two-thirds of the youth enrolled in a summer job will participate in an academic enrichment activity.

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<sup>1</sup> ETA is not requesting any new data collection; this is equivalent to the thirteen weeks (91 days) follow-up data currently in use which will continue.

13. In PY 1996:
- a) At least 73% of all Job Corps students will be placed in jobs or higher training;
  - b) At least 47% of Job Corps students placed in jobs will obtain jobs related to their vocational training; and
  - c) At least 90% of Job Corps students will perceive their center as safe and secure.
14. In PY 1996:
- a) At least 65% of Migrant and Seasonal Farmworkers completing JTPA Title IV program activities will be placed in full time jobs with average wages of \$6.00 per hour;
  - b) At least 65% of Indian and Native Americans completing JTPA Title IV program activities will be placed in full time jobs with average wages of \$6.75 per hour; and
  - c) At least 25% of Senior Community Service Employment Program (SCSEP) enrollees will be placed in unsubsidized jobs; and
  - d) Ensure that the number of SCSEP persons served exceed the number of positions funded by 40% to permit the program to serve as many participants as possible.

**ETA is committed to working with its partner and stakeholder organizations to continuously improve the delivery of these employment and training services to maximize their value to the customers of those services. Customer service goals and reinvention goals have been developed to encourage and promote continuous improvement within ETA and among its partners and stakeholders.**

15. In PY 1996/FY 1997:
- a) Increase to 75%, the number of ETA's service delivery partners who rate the services they receive from ETA as "very" or "extremely" helpful in facilitating the accomplishment of their objectives;
  - b) Increase to 75% or by at least 5 percentage points, the number of ETA's direct service delivery partners who use a customer satisfaction measurement system for continuous improvement, contingent upon availability of baseline data that reflect how many ETA partners have such measurement systems and on an assessment of what constitutes a realistic increase.

16. In PY 1996:

- a) At least 75% of the Office of Special Targeted Programs' (OSTP's) direct grantee partners will rate the services they receive as "very" or "extremely" helpful in facilitating the accomplishment of their objectives.
- b) At least 75% of OSTP's grantees' customers will rate the services they receive as "very" or "extremely" helpful in facilitating the accomplishment of their objectives.

ETA is committed to creating a high performance workplace through the use of a labor/management partnership, and reinvention principles and activities where ETA associates can provide the highest quality of service to ETA partners and customers, both internal and external. This will be done by institutionalizing the use of high performance skills and practices in ETA.

17. In FY 1997 there will be at least a 10% increase in the number of ETA associates who:

- a) Believe that they work in an environment of openness, fairness and trust;
- b) Believe that they are better prepared to accomplish their current and future work objectives as a result of staff development opportunities they have received;
- c) Believe that they are adequately informed about current and predicted organizational change;
- d) Believe that teams in ETA are very effective in accomplishing the mission of ETA and/or the work of their office; and
- e) Have had the opportunity to work in a team environment and/or accomplish the majority of their work in teams;

18. In FY 1997 the labor management partnership demonstrated improved labor management relations by:

- a) A belief by 75%\* of senior managers and union leaders that the partnership is an effective, beneficial way to deal with organizational issues in ETA;
- b) A continued downward trend in the number of grievances filed and arbitration hearings held (separately measured by NCFL and Local 12 bargaining units).

(PRINCIPLE: Internal organization change depends applying continuous improvement/reinvention principles inside ETA. The organization improves when it recognizes the customer in our colleagues and peers -- our internal customers.)

The Reinvention Team will advance the idea of recognizing and honoring internal customers. 75%\* of all managers and 50%\* of bargaining unit members will understand the principle and identify their customers by name and/or group.

\*establishes a base line